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**THE RELATIONSHIP BETWEEN RESILIENCE,  
PERCEIVED ORGANIZATIONAL SUPPORT AND  
MENTAL HEALTH AMONG NURSES**



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UNIVERSITI UTARA MALAYSIA**

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**THE RELATIONSHIP BETWEEN RESILIENCE, PERCEIVED  
ORGANIZATIONAL SUPPORT AND MENTAL HEALTH AMONG NURSES**

**By**

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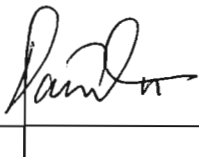
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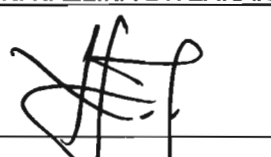
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## ABSTRACT

The issue of mental health at workplace had recently highlighted after seeing a visible increase in the number of workplace related mental health cases in Malaysia. Nurses are not been excluded to be one of the group of employees who are having mental health issues since their play an important role in the health care system. Therefore, this study was conducted to investigate the possible variables that could better explain the level of mental health among nurses by investigating the relationship between resilience, perceived organization support (POS) and mental health. Affective Event Theory (AET) was used to explain the possible relationship between the variables to support the research framework. A total of 321 of nurses at Hospital Pulau Pinang were participated in this study. Data was collected via self-administered questionnaires and SPSS was used to analyse the data and test hypothesis. Result show that resilience and POS are positively related to mental health. Moreover, the level of mental health among nurses at HPP is at medium level and highly being influence by POS. Finally, the implication for managerial, individual and academic and some recommendation for future research are discussed.

**Keywords:** Mental health, resilience, perceived organization support, Hospital Pulau Pinang.

## ABSTRAK

Sejak kebelakangan ini, isu kesihatan mental di tempat kerja menunjukkan jumlah peningkatan kes yang tinggi berkaitan dengan kesihatan mental di tempat kerja terutama di Malaysia. Jururawat tidak terkecuali sebagai salah satu daripada kumpulan pekerja yang mengalami masalah kesihatan mental kerana mereka memainkan peranan yang penting di dalam sistem penjagaan kesihatan. Justeru, kajian ini dijalankan untuk mengkaji pemboleh ubah-pemboleh ubah yang lebih baik dalam menjelaskan tahap kesihatan mental jururawat dengan mengkaji hubungan di antara daya tahan, sokongan organisasi yang diperolehi dan kesihatan mental. Teori acara afektif (AET) telah digunakan untuk menerangkan kemungkinan hubungan antara pemboleh ubah untuk menyokong rangka penyelidikan. Seramai 321 jururawat di Hospital Pulau Pinang telah menyertai kajian ini. Data telah dikumpulkan melalui kaedah soal selidik yang ditadbir sendiri dan SPSS digunakan untuk menganalisis data dan menguji hipotesis. Keputusan statistik menunjukkan bahawa daya tahan dan sokongan organisasi yang diperolehi berkait secara positif dengan kesihatan mental. Selain itu, tahap kesihatan mental di kalangan jururawat di HPP adalah pada tahap sederhana dan sangat dipengaruhi oleh sokongan organisasi yang diperolehi. Akhir sekali, implikasi terhadap pengurusan, individu dan akademik dan beberapa cadangan untuk kajian akan datang juga telah dibincangkan.

**Kata kunci:** Kesihatan mental, daya tahan, sokongan organisasi yang diperolehi, Hospital Pulau Pinang.

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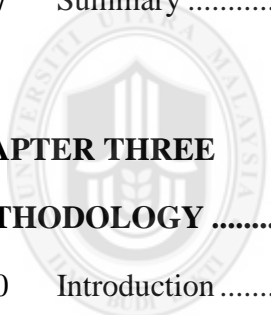

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## LIST OF ABBREVIATION

AET	Affective Event Theory
ICT	Information and Communication Technology
CD-RISC	Connor– Davidson Resilience Scale
CRC	Clinical Research Centre
EAP	Employee Assistant Program
GDP	Gross Domestic Product
GHQ	General Health Questionnaire
ICU	Intensive Care Unit
IR	Industrial Revolution
HPP	Hospital Pulau Pinang
MOH	Ministry of Health
MEF	Malaysian Employer Federation
MHLS	Mental Health Literacy Scales
NIOSH	National Institute of Occupational Safety and Health
NHS	National Health Service
NMMR	National Medical Research Registered
POS	Perceived Organization Support
SPSS	Statistical Package For Social Science
UUM	Universiti Utara Malaysia
WEMWBS	Warwick-Edinburgh Mental Well-Being Scales
WHO	World Health Organization

## **CHAPTER ONE**

### **INTRODUCTION**

#### **1.1 Background of Study**

Nowadays, the service sector has become an important engine of the global economy development and it continues to grow rapidly. The impact of globalization, government liberalization, rapid advancement of information and communication technology (ICT) with the upcoming of Industrial revolution 4.0 (IR 4.0) contributes to the acceleration development of this sector. Since the service sector is one of the economic builders to many economies throughout the world, most governments in all countries are concerned about service sectors in their economic planning. Service sectors in the United States (US), Japan, Brazil, Singapore and India are becoming the leading sectors for the growth of their economy (Lo & Ooi, 2007).

In Malaysia, the service sector has been accounted to be the largest share of the Malaysian Gross Domestic Product (GDP) in 2016 which contributed 53.8 % from RM 1106.1 billion (Economic Planning Unit, 2016). In 2018, the service sector is expected to continue as the main driver of economic growth as its share of GDP was 54.5% in 2017 and is set to expand to 54.8% in 2018 (Economic Report, 2017). Even though there is a moderate growth expected for Malaysia in 2018, the economy of Malaysia remains its increasing momentum with 5.8% with the value RM 287.2 billion at



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## APPENDIX A- Questionnaires



SCHOOL OF BUSINESS MANAGEMENT  
UNIVERSITI UTARA MALAYSIA  
MASTER OF HUMAN RESOURCE MANAGEMENT

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### **THE RELATIONSHIP BETWEEN RESILIENCE, PERCEIVED ORGANIZATIONAL SUPPORT AND MENTAL HEALTH AMONG NURSES.**

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Dear Value Respondents,

This questionnaire is designed to study the relationship between resilience, perceived organizational support and mental health status among nurses in Hospital Pulau Pinang. This survey is conducted for the purpose of the preparation of project for the completion of my master in HRM.

I sincerely hope you could spend some times to answer this survey. The result from this survey will be used in aggregate, without referring to any one individual, and will be used solely for academic research purposes. Your response will be kept confidential and there is no right or wrong answer.

Thank you for your time and kind cooperation.

*Responden Yang Dihormati,*

*Soal selidik ini dilakukan untuk mengkaji hubungan antara daya tahan, sokongan organisasi yang dirasakan dan kesihatan mental di kalangan jururawat di Hospital Pulau Pinang. Kajian ini dijalankan dengan tujuan penyediaan projek untuk pengajian Sarjana Pengurusan Sumber Manusia.*

*Saya berharap anda boleh meluangkan masa untuk menjawab soalan yang berkaitan dengan kajian ini. Hasil dari kaji selidik ini akan digunakan secara keseluruhan tanpa merujuk kepada mana-mana individu dan akan digunakan hanya untuk tujuan penyelidikan akademik. Jawapan anda akan dirahsiakan dan tidak ada jawapan yang betul atau salah.*

*Terima kasih di atas masa dan kerjasama anda.*

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## **SECTION A: Demographic Background of Respondent**

### ***Bahagian A, Latar Belakang Demografi Responden***

This section is to obtain information of the respondent background. Please mark ✓ in the appropriate selection.

*Bahagian ini adalah untuk mendapatkan maklumat mengenai latar belakang responden. Sila tandakan ✓ dalam pemilihan yang sesuai*

#### **A1. Gender/Jantina**

- ☐ Male/*Lelaki*.
- ☐ Female/*Perempuan*.

#### **A2. Race/Bangsa**

- ☐ Malay/*Melayu*
- ☐ Chinese/*Cina*
- ☐ Indian/*India*
- ☐ Others/*Lain-lain* \_\_\_\_\_

#### **A3. Age/Umur**

- ☐ 20-29 years old/*20-29 tahun*
- ☐ 30-39 years old/*30-39 tahun*
- ☐ 40-49 years old/*40-49 tahun*
- ☐ Above 50 years old/*50 tahun keatas*

#### **A4. Marital status/Status perkahwinan**

- ☐ Single/*Bujang*
- ☐ Married/*Berkahwin*
- ☐ Others/ *Lain-lain* \_\_\_\_\_ (please state/*sila nyatakan*)

A5. Years of service in organization/*tempoh perkhidmatan dalam organisasi.*

Please state/*sila nyatakan* (\_\_\_\_\_) years/*tahun.*

A6. Highest educational level/*tahap pendidikan tertinggi*

- ☐ Nursing certificate/*Sijil kejururawatan*
- ☐ Diploma/*Diploma*
- ☐ Degree/*Ijazah*
- ☐ Masters/*Sarjana*

A7. Job grade in organization/*Gred kerja dalam organisasi*

U29

U36

U32

U41/42

A8.

a) Within the last six months, have you taken any leave?

*Dalam tempoh enam bulan yang lalu, pernahkah anda mengambil cuti?*

Yes/*Ya*

No/*Tidak*

b) If yes, what type of leave and number of days were taken? (Tick on applicable and specify number of days)

*Jika Ya, apakah jenis cuti dan bilangan hari yang diambil?(tandakan pada yang berkenaan dan nyatakan bilangan hari)*

Annual leave/ *Cuti rehat*

Days/ *hari*

Medical leave /*Cuti sakit*

Days/ *hari*

**SECTION B:** This section is related to resilience among nurses. Please circle your response according to the scale below.

*Bahagian B: Bahagian ini berkaitan dengan daya tahan di kalangan jururawat. Sila bulatkan jawapan anda mengikut skala di bawah.*

1 Strongly disagree <i>Sangat tidak setuju.</i>	2 Disagree <i>Tidak setuju</i>	3 Not sure <i>Tidak pasti</i>	4 Agree <i>Setuju</i>	5 Strongly agree <i>Sangat setuju</i>
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No	Question/Soalan	1	2	3	4	5
B1	I am able to adapt according to changes <i>Saya dapat menyesuaikan diri kepada perubahan.</i>	1	2	3	4	5
B2	I can cope with whatever job given. <i>Saya boleh mengendalikan apa sahaja tugas yang diberikan.</i>	1	2	3	4	5
B3	I try to look at the humorous side of things when I am faced with problem. <i>Saya cuba melihat perkara yang menghiburkan apabila saya menghadapi masalah.</i>	1	2	3	4	5
B4	Having to cope with stress make me stronger. <i>Menyesuaikan diri dengan tekanan membuatkan saya lebih kuat.</i>	1	2	3	4	5
B5	I tend to build up after illness, injury or other hardship. <i>Saya mampu untuk bangkit semula selepas sakit, mengalami kecederaan atau kesusahan lain.</i>	1	2	3	4	5
B6	I believe I can achieve my goals even though there are obstacles. <i>Saya percaya saya dapat mencapai matlamat saya walaupun terdapat halangan.</i>	1	2	3	4	5
B7	Under stress, I can still stay focus and think clearly. <i>Apabila menghadapi tekanan, saya tetap boleh fokus dan berfikir dengan jelas.</i>	1	2	3	4	5
B8	I am not easily discouraged by failure. <i>Saya tidak mudah berputus asa disebabkan kegagalan.</i>	1	2	3	4	5
B9	I think of myself as a strong person when dealing with life's challenges and difficulties <i>Saya merasakan diri saya seorang yang kuat apabila menghadapi cabaran dan kesukaran hidup.</i>	1	2	3	4	5

B10	I am able to handle unpleasant or painful feelings like anger,fear,sadness <i>Saya boleh mengendalikan perasaan yang tidak menyenangkan atau menyakitkan seperti kemarahan, ketakutan dan kesedihan.</i>	1	2	3	4	5

**SECTION C:** This section is related to Perceived Organizational Support (POS).

**BAHAGIAN C:** Bahagian ini berkaitan dengan Sokongan Organisasi yang Diperolehi (POS)

1	2	3	4	5
Strongly disagree <i>Sangat tidak setuju.</i>	Disagree <i>Tidak setuju</i>	Not sure <i>Tidak pasti</i>	Agree <i>Setuju</i>	Strongly agree <i>Sangat setuju</i>

No	Question/Soalan	1	2	3	4	5
C1	My organization considers my goals and values. <i>Matlamat dan nilai-nilai diri diambil berat oleh organisasi saya.</i>	1	2	3	4	5
C2	My organization really cares about my well-being. <i>Organisasi saya benar-benar mengambil berat tentang keadaan saya.</i>	1	2	3	4	5
C3	My organization show very little concern for me. <i>Kurang perhatian diberikan oleh organisasi terhadap saya.</i>	1	2	3	4	5
C4	My organization would forgive an honest mistake explain from my part. <i>Sebarang kesilapan saya akan dimaafkan oleh pihak organisasi.</i>	1	2	3	4	5
C5	My organization values my opinions. <i>Pendapat saya dititikberatkan oleh organisasi.</i>	1	2	3	4	5
C6	If given an opportunity, my organization would take advantage of me <i>Jika terdapat peluang, organisasi saya akan mengambil kesempatan ke atas saya.</i>	1	2	3	4	5
C7	Help is available from my organization when I have a problem. <i>Organisasi saya sedia memberi bantuan sekiranya saya menghadapi masalah.</i>	1	2	3	4	5

C8	My organization will provide special favors whenever I need it. <i>Organisasi saya sedia memberi perrtolongan sekiranya saya memerlukan bantuan khas.</i>	1	2	3	4	5

**SECTION D:** This section is related to mental health among nurses. Please circle your response based on the following scales.

**Bahagian D:** Bahagian ini berkaitan dengan kesihatan mental antara jururawat. Sila bulatkan jawapan anda mengikut skala yang berikut.

1	2	3	4	5
Never <i>Tidak pernah</i>	Rarely <i>Jarang-jarang</i>	Sometimes <i>Kadang-kadang</i>	Most of the time <i>Selalu</i>	Always <i>Sentiasa</i>

No	Question/Soalan	1	2	3	4	5
D1	I am able to concentrate on whatever I am doing recently. <i>Saya mampu memberi tumpuan kepada perkara yang saya lakukan dalam masa yang terdekat.</i>					
D2	I have lost much sleep over worry recently. <i>Saya mengalami kekurangan tidur disebabkan kerisauan yang melampau baru-baru ini.</i>					
D3	I felt that I was playing a useful part in things recently. <i>Saya merasakan bahawa saya memainkan peranan yang sangat berguna dalam sesuatu perkara dalam masa yang terdekat.</i>					
D4	I felt capable in making decisions about things recently. <i>Saya merasakan mampu membuat keputusan tentang sesuatu perkar dalam masa yang terdekat.</i>					
D5	I felt constantly under strain recently. <i>Saya rasa terbeban yang berpanjangan baru-baru ini.</i>					

D6	I felt I could not overcome the difficulties recently. <i>Saya merasakan tidak mampu menyelesaikan masalah dalam masa yang terdekat.</i>	1	2	3	4	5
D7	I am able to enjoy my normal day-to-day activities recently. <i>Saya dapat menikmati kehidupan seharian saya seperti biasa baru-baru ini</i>	1	2	3	4	5
D8	I am being able to face up to the problems recently. <i>Saya mampu menghadapi masalah dalam masa yang terdekat.</i>	1	2	3	4	5
D9	I have been feeling unhappy or depressed recently. <i>Saya berasa tidak gembira atau murung dalam masa yang terdekat.</i>	1	2	3	4	5
D10	I am losing confidence in myself recently. <i>Saya hilang kepercayaan kepada diri saya baru-baru ini.</i>	1	2	3	4	5
D11	I have been thinking of myself as a worthless person recently. <i>Saya memikirkan diri saya sebagai orang yang tidak berguna baru-baru ini.</i>	1	2	3	4	5
D12	I am recently feeling reasonably happy with all things considered. <i>Saya berasa gembira dengan sebab/alasan terhadap semua perkara yang saya lakukan dalam masa yang terdekat.</i>	1	2	3	4	5

**Thank You for Your Precious Time and Cooperation**  
***Terima kasih di atas masa dan kerjasama yang anda berikan.***

## APPENDIX B- Respondents Profile

**Gender**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	18	5.6	5.6	5.6
	Female	303	94.4	94.4	100.0
	Total	321	100.0	100.0	

**Race**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Malay	277	86.3	86.3	86.3
	Chinese	8	2.5	2.5	88.8
	Indian	27	8.4	8.4	97.2
	Others	9	2.8	2.8	100.0
	Total	321	100.0	100.0	

**Age**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	20 - 29 Years Old	178	55.5	55.5	55.5
	30 - 39 Years Old	117	36.4	36.4	91.9
	40 - 49 Years Old	18	5.6	5.6	97.5
	Above 50 Years Old	8	2.5	2.5	100.0
	Total	321	100.0	100.0	

**Maritalstatus**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Single	95	29.6	29.6	29.6
	Married	225	70.1	70.1	99.7
	Others	1	.3	.3	100.0
	Total	321	100.0	100.0	

#### Years of service

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1-5	185	57.6	57.6	57.6
	6-10	69	21.5	21.5	79.1
	11-15	42	13.1	13.1	92.2
	16-20	12	3.7	3.7	96.0
	more than 20	13	4.0	4.0	100.0
	Total	321	100.0	100.0	

#### HighestEducation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Nursing Certificate	23	7.2	7.2	7.2
	Diploma	279	86.9	86.9	94.1
	Degree	17	5.3	5.3	99.4
	Masters	2	.6	.6	100.0
	Total	321	100.0	100.0	

#### JobGrade

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	U29	279	86.9	86.9	86.9
	U32	33	10.3	10.3	97.2
	U36	7	2.2	2.2	99.4
	U41/42	2	.6	.6	100.0
	Total	321	100.0	100.0	

#### Leave

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	310	96.6	96.6	96.6
	No	11	3.4	3.4	100.0
	Total	321	100.0	100.0	



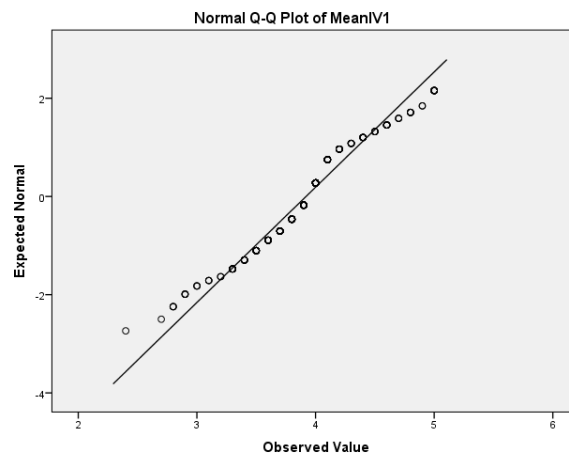
**anualleave**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0-4 Days	144	44.9	44.9	44.9
	5-9 Days	113	35.2	35.2	80.1
	10-14 Days	37	11.5	11.5	91.6
	15- 19 Days	18	5.6	5.6	97.2
	20 Days and above	9	2.8	2.8	100.0
	Total	321	100.0	100.0	

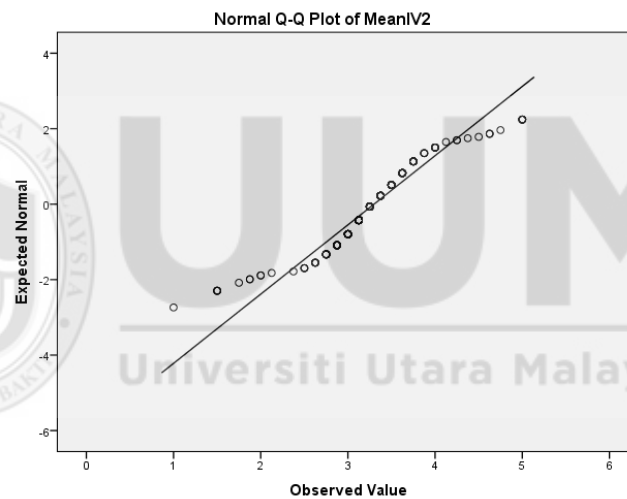
**Medicalleave**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0-9 Days	310	96.6	96.6	96.6
	10-19 Days	5	1.6	1.6	98.1
	20-29 Days	2	.6	.6	98.8
	40 Days and Above	4	1.2	1.2	100.0
	Total	321	100.0	100.0	

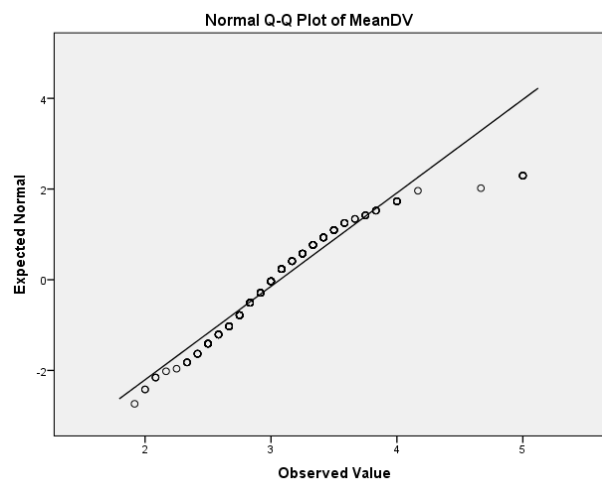
## APPENDIX C-Test of Normality



*Normality test for Resilience*



*Normality test for POS*



*Normality test for Mental health*

## APPENDIX D-Result of Descriptive Statistics

a) Mean of resilience, POS and mental health.

Descriptive Statistics					
	N	Minimum	Maximum	Mean	Std. Deviation
Mean Resilience	321	2.40	5.00	3.9196	.42605
Mean POS	321	1.00	5.00	3.2995	.54516
Mean Mental Health	321	1.92	5.00	3.0706	.48541
Valid N (listwise)	321				

b) Descriptive statics of mental health

Descriptive Statistics					
	N	Minimum	Maximum	Mean	Std. Deviation
I am able to concentrate on whatever I am doing recently.	321	1.00	5.00	3.8505	.73489
I have lost much sleep over worry recently.	321	1.00	5.00	2.9034	1.09545
I felt that I was playing a useful part in things recently.	321	1.00	5.00	3.4953	.81824
I felt capable in making decisions about things recently.	321	2.00	5.00	3.6978	.71957
I felt constantly under strain recently.	321	1.00	5.00	2.9533	1.12124
I felt I could not overcome the difficulties recently.	321	1.00	5.00	2.6729	.99789
I am able to enjoy my normal day-to-day activities recently.	321	1.00	5.00	3.7165	.88953
I am being able to face up to the problems recently.	321	1.00	5.00	3.5140	.88067
I have been feeling unhappy or depressed recently.	321	1.00	5.00	2.4642	1.10091
I am losing confidence in myself recently.	321	1.00	5.00	2.0467	1.13784

I have been thinking of myself as a worthless person recently.	321	1.00	5.00	1.8474	1.15044
I am recently feeling reasonably happy with all things considered.	321	1.00	5.00	3.6854	.93411
Valid N (listwise)	321				

C) Descriptive statistics of resilience

Descriptive Statistics					
	N	Minimum	Maximum	Mean	Std. Deviation
I am able to adapt according to changes	321	2.00	5.00	3.9470	.58122
I can cope with whatever job given.	321	1.00	5.00	3.9190	.55310
I try to look at the humorous side of things when I am faced with problem.	321	2.00	5.00	4.1184	.65551
Having to cope with stress make me stronger.	321	1.00	5.00	3.8100	.74458
I tend to build up after illness, injury or other hardship.	321	1.00	5.00	3.9844	.63473
I believe I can achieve my goals even though there are obstacles.	321	2.00	5.00	3.9844	.56713
Under stress, I can still stay focus and think clearly.	321	1.00	5.00	3.7103	.76251
I am not easily discouraged by failure.	321	1.00	5.00	3.9688	.63661
I think of myself as a strong person when dealing with life's challenges and difficulties	321	1.00	5.00	3.9283	.68317
I am able to handle unpleasant or painful feelings like anger,fear,sadness	321	1.00	5.00	3.8255	.64767
Valid N (listwise)	321				

d) Descriptive statistics of POS

Descriptive Statistics					
	N	Minimum	Maximum	Mean	Std. Deviation
My organization considers my goals and values.	321	1.00	5.00	3.5607	.83491
My organization really cares about my well-being.	321	1.00	5.00	3.3832	.84014
My organization show very little concern for me.	321	1.00	5.00	2.8847	.90266
My organization would forgive an honest mistake explain from my part.	321	1.00	5.00	3.3240	.79903
My organization values my opinions.	321	1.00	5.00	3.3115	.85668
If given an opportunity, my organization would take advantage of me	321	1.00	5.00	2.9190	.95508
Help is available from my organization when I have a problem.	321	1.00	5.00	3.6044	.82302
My organization will provide special favors whenever I need it.	321	1.00	5.00	3.4081	.85794
Valid N (listwise)	321				

## APPENDIX E-Result of Reliability Test

### a) Reliability result of mental health

**Case Processing Summary**

		N	%
Cases	Valid	321	100.0
	Excluded <sup>a</sup>	0	.0
	Total	321	100.0

a. Listwise deletion based on all variables in the procedure.

**Reliability Statistics**

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.723	.711	12

**Item-Total Statistics**

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
I am able to concentrate on whatever I am doing recently.	32.9969	31.616	.215	.317	.720
I have lost much sleep over worry recently.	33.9439	27.122	.491	.451	.684
I felt that I was playing a useful part in things recently.	33.3520	31.210	.224	.371	.720
I felt capable in making decisions about things recently.	33.1495	30.734	.336	.377	.709
I felt constantly under strain recently.	33.8941	26.814	.505	.527	.682

I felt I could not overcome the difficulties recently.	34.1745	27.194	.551	.524	.677
I am able to enjoy my normal day-to-day activities recently.	33.1308	32.989	.015	.454	.745
I am being able to face up to the problems recently.	33.3333	30.704	.251	.302	.718
I have been feeling unhappy or depressed recently.	34.3832	26.781	.521	.648	.679
I am losing confidence in myself recently.	34.8006	26.491	.525	.725	.678
I have been thinking of myself as a worthless person recently.	35.0000	26.869	.481	.648	.685
I am recently feeling reasonably happy with all things considered.	33.1620	32.224	.079	.428	.739

b) Reliability result of Resilience

**Case Processing Summary**

		N	%
Cases	Valid	321	100.0
	Excluded <sup>a</sup>	0	.0
	Total	321	100.0

a. Listwise deletion based on all variables in the procedure.

**Reliability Statistics**

Cronbach's Alpha	N of Items
.852	10

**Item-Total Statistics**

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
I am able to adapt according to changes	35.2492	15.525	.500	.843
I can cope with whatever job given.	35.2773	15.664	.499	.844
I try to look at the humorous side of things when I am faced with problem.	35.0779	15.766	.376	.854
Having to cope with stress make me stronger.	35.3863	14.838	.481	.847
I tend to build up after illness, injury or other hardship.	35.2118	14.492	.674	.828
I believe I can achieve my goals even though there are obstacles.	35.2118	15.024	.638	.833
Under stress, I can still stay focus and think clearly.	35.4860	14.407	.547	.840
I am not easily discouraged by failure.	35.2274	14.795	.603	.835



I think of myself as a strong person when dealing with life's challenges and difficulties	35.2679	14.084	.702	.825
I am able to handle unpleasant or painful feelings like anger,fear,sadness	35.3707	14.847	.578	.837

c) Reliability result of POS

**Case Processing Summary**

		N	%
Cases	Valid	321	100.0
	Excluded <sup>a</sup>	0	.0
	Total	321	100.0

a. Listwise deletion based on all variables in the procedure.

**Reliability Statistics**

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.787	.798	8

**Item-Total Statistics**

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
My organization considers my goals and values.	22.8349	14.451	.610	.596	.745
My organization really cares about my well-being.	23.0125	13.950	.696	.705	.731
My organization show very little concern for me.	23.5109	16.876	.179	.258	.814

My organization would forgive an honest mistake explain from my part.	23.0717	14.342	.668	.476	.737
My organization values my opinions.	23.0841	14.377	.602	.469	.746
If given an opportunity, my organization would take advantage of me	23.4766	17.331	.098	.251	.830
Help is available from my organization when I have a problem.	22.7913	14.472	.618	.576	.744
My organization will provide special favors whenever I need it.	22.9875	14.244	.624	.515	.742

#### APPENDIX F -Result of Pearson Correlation

Correlations		MeanIV1	MeanIV2	MeanDV
Mean Resilience	Pearson Correlation	1	.321**	.149**
	Sig. (2-tailed)		.000	.007
	N	321	321	321
Mean POS	Pearson Correlation	.321**	1	.299**
	Sig. (2-tailed)	.000		.000
	N	321	321	321
Mean Mental health	Pearson Correlation	.149**	.299**	1
	Sig. (2-tailed)	.007	.000	
	N	321	321	321

\*\* . Correlation is significant at the 0.01 level (2-tailed).

## APPENDIX G-Multiple regression

**Variables Entered/Removed<sup>a</sup>**

Model	Variables Entered	Variables Removed	Method
1	Mean POS, Mean Resilience		Enter

a. Dependent Variable: MeanMental Health

b. All requested variables entered.

**Model Summary<sup>b</sup>**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.305 <sup>a</sup>	.093	.087	.46378

a. Predictors: (Constant), MeanPOS, Meanresilience

b. Dependent Variable: Meanmentalhealth

**ANOVA<sup>a</sup>**

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	7.001	2	3.501	16.275	.000 <sup>b</sup>
	Residual	68.398	318	.215		
	Total	75.399	320			

a. Dependent Variable: Meanmentalhealth

b. Predictors: (Constant), MeanPOS, Meanresilience

**Coefficients<sup>a</sup>**

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	1.981	.255		7.784	.000
	Mean Resilience	.068	.064	.060	1.056	.292
	Mean POS	.250	.050	.280	4.972	.000

a. Dependent Variable: Mean Mental health

## **APPENDIX H-Data Collection Approval Letter**



